



RESPONSE UNDER 37 CFR 1.116  
EXPEDITED PROCEDURE  
EXAMINING ART GROUP 2126

PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of )  
BRIAN P. ANDERSON ) Art Unit: 2126  
Application No.: 09/740,443 ) Examiner: Lechi Truong  
Filed: December 19, 2000 ) Paper No.: 4  
For: SYSTEM AND METHOD FOR )  
PERFORMING SERVICE OPERATIONS )  
Attorney Docket No.: 00-442 )

RECEIVED

MAY 17 2004

Technology Center 2100

Peoria, Illinois 61629-6490

May 10, 2004

Mail Stop AF  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT AFTER FINAL REJECTION

Sir:

In response to the Official Action dated February 9, 2004, please amend the above-identified application as follows:

INTRODUCTORY COMMENTS

Claims 1 - 27 are now pending in the application. Claims 2, and 17 have been canceled. In addition, Claims 1, 9, 11, 16, 24, 26, and 27 have been amended to further clarify the invention. The Amendment does not introduce new matter, and the entry is respectfully requested. Based on the above Amendment and the following Remarks,

Applicants respectfully request that the Examiner reconsider all outstanding objections and rejections, and that they withdraw them.

# TRANSMITTAL FORM

(to be used for all correspondence after initial filing)

Total Number of Pages in This Submission

Application Number	09/740,443
Filing Date	12/19/2000
First Named Inventor	Brian P. Anderson
Art Unit	2126
Examiner Name	Lechi Truong
Attorney Docket Number	00-442

## ENCLOSURES (Check all that apply)

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Fee Transmittal Form<br><input type="checkbox"/> Fee Attached<br><input checked="" type="checkbox"/> Amendment/Reply<br><input checked="" type="checkbox"/> After Final<br><input type="checkbox"/> Affidavits/declaration(s)<br><input type="checkbox"/> Extension of Time Request<br><input type="checkbox"/> Express Abandonment Request<br><input type="checkbox"/> Information Disclosure Statement<br><input type="checkbox"/> Certified Copy of Priority Documents<br><input type="checkbox"/> Response to Missing Parts/Incomplete Application<br><input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53 | <input type="checkbox"/> Assignment Papers (for an Application)<br><input type="checkbox"/> Drawing(s)<br><input type="checkbox"/> Licensing-related Papers<br><input type="checkbox"/> Petition<br><input type="checkbox"/> Petition to Convert to a Provisional Application<br><input type="checkbox"/> Power of Attorney, Revocation<br><input type="checkbox"/> Change of Correspondence Address<br><input type="checkbox"/> Terminal Disclaimer<br><input type="checkbox"/> Request for Refund<br><input type="checkbox"/> CD, Number of CD(s) _____ | <input type="checkbox"/> After Allowance communication to Technology Center (TC)<br><input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences<br><input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)<br><input type="checkbox"/> Proprietary Information<br><input type="checkbox"/> Status Letter<br><input type="checkbox"/> Other Enclosures(s) (please Identify below): |
|---|---|---|

Remarks

RECEIVED

MAY 17 2004

Technology Center 2100

## SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm or Individual name	W. Bryan McPherson III, Registration No. 41,988
Signature	<i>W. Bryan McPherson III</i>
Date	May 10, 2004

## CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope address to:  
Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450 on this date: 05/10/2004

Typed or printed name W. Bryan McPherson III

Signature

*W. Bryan McPherson III*

Date

5/10/04

This collection of information is required by 37 CFR 1.17 and 1.27. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 37 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

BEST AVAILABLE COPY